



L.E. Phillips Memorial
Public Library

Number: 1
Category: Circulation and Collection
Development Management

Policy Title: CHARGES TO CUSTOMERS FOR LOST OR
DAMAGED ITEMS
Date adopted: 10/21/82
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08/18/11; 09/20/12; 03/21/13; 06/16/16; 10/18/18
Date last reviewed: 10/18/18

Customers will be charged for lost or damaged items as described below:

1. The purchase price listed on the automated circulation system database.
2. If no purchase price is listed on the database, customers will be charged the list price recorded in Baker & Taylor's Title Source.
3. If no purchase price is recorded in the places listed above, customers will be charged according to the standard list below. Recommended changes are approved by the Library Board.
4. All replacement items will be purchased by L.E. Phillips Memorial Public Library. Due to the nature and costs of processing, the library will not accept outside replacements. Exceptions may be permitted by the Circulation Manager, including the addition of a \$5.00 processing fee.
5. In instances of theft or damage of library materials, the Library Board retains the right to charge customers for staff time spent investigating and resolving the case. Any charges related to recoupment of staff time will be in addition to the standard list of charges for materials below.

PRINT MATERIALS

Adult Materials

Hardcover	\$25.00
Paperbacks	\$15.00
Magazines	\$ 6.00
Pamphlets	\$ 1.00

Juvenile Materials

Hardcover fiction & non-fiction	\$15.00
Paperback or board book	\$ 7.00
Magazines	\$ 6.00
Big Books	\$25.00

AUDIOVISUAL MATERIALS

Art Reproductions	\$140.00
Books on CD	\$10.00 per CD (if individual replacement CDs are available)
Books on CD	\$45.00 (if individual replacement CDs are <u>not</u> available)
Compact disc	\$17.00 per disc
Canvas art bag	\$30.00 per bag
Juvenile CD book kit	\$ 20.00
Video game software	\$38.00
DVD	\$27.00 per disc
Blu-ray	\$34.00
Map	\$10.00
iPad	\$800.00
Wi-Fi hotspot	\$160.00

MISSING PARTS

Missing containers and cases of any format will incur a charge of \$5.00. Cover art or booklets for audiovisual material will incur a charge of \$1.00.

Any material contained with the item and deemed important enough by Technical Services to note in the item's catalog record will be charged. Replacement price will be as listed in the automated library system. If no replacement price is listed standard charges are as follows Booklet - \$5.00, Book - \$10.00, Other - \$5.00

REFUNDS

When a customer pays for an item which he/she has lost and finds the item within 30 days, a refund will be given for the items if returned in good condition, minus the fine which would have been charged.

No refunds will be given for payment of an iPad, Wi-Fi hotspot, laptop, and/or any individual part once payment is received.

No refunds will be given for payment of an interlibrary loan item once payment has been received.

Circulation staff is allowed to refund items from the cash register if the amount to be refunded is \$15.00 or less.

Any item in an amount over \$15.00 will receive a check from the Business Manager by mail.

In cases where a customer tries to return an item that is past the 30-day deadline, the Circulation Manager has the authority to override the 30-day deadline if the item has not been reordered or removed from the library catalog.